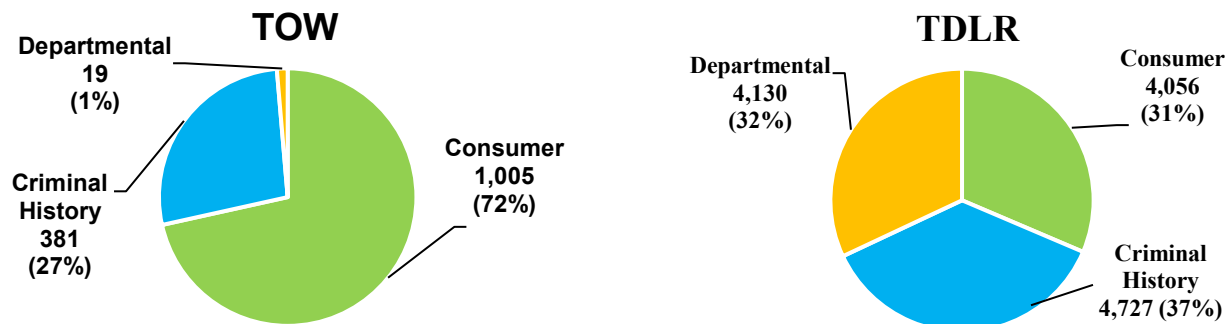


## Tow Companies and Operators (TOW)

Key Statistics	TOW Fiscal Year 2025	TDLR Fiscal Year 2025
Total Licensees	31,755	1,019,176
<b>Complaints Received by Source</b>	<b>9,617</b>	<b>134,663</b>
Consumer complaints	2,205	12,216
Department initiated complaints	19	4,096
Criminal History Records reviewed for licensure	7,393	118,351
<b>Cases Opened</b>	<b>1,405</b>	<b>12,913</b>
Consumer	1,005	4,056
Departmental	19	4,130
Criminal History	381	4,727
<b>Cases Closed</b>	<b>1,356</b>	<b>12,694</b>
Consumer	924	4,467
Departmental	33	3,487
Criminal History	399	4,740
<b>Average Time to Close (days)</b>	<b>290.59</b>	<b>206.68</b>
% of Cases Resolved Within 6 Months	46.53%	64.46%
% of Cases Resulting in Disciplinary Action	6.71%	12.94%
% of Cases Not Resulting in Disciplinary Action	93.29%	87.06%
<b>Open Cases Pending at End of Fiscal Year</b>	<b>1,144</b>	<b>7,651</b>
Cases Referred to SOAH	14	133
Contested Cases Heard at SOAH	11	62
Formal Case Outcomes	TOW Fiscal Year 2025	TDLR Fiscal Year 2025
<b>Final Orders</b>	<b>91</b>	<b>1,643</b>
Agreed Orders	47	918
Commission Orders	4	20
Default Orders	38	602
Denied by Operation of Law	0	6
Denied of Application by Prior Agreement	0	3
Revocation by Operation of Law	2	92
Revocation by Prior Agreement	0	1
Suspension by Operation of Law	0	0
Recovery Fund Orders	0	1
Average Penalty Assessed on Orders	\$1,724.44	\$3,095.17
<b>Total Penalties Assessed</b>	<b>\$153,475.00</b>	<b>\$4,769,650</b>
<b>Total Penalties Collected</b>	<b>\$64,245.00</b>	<b>\$1,783,085</b>
<b>Total Disciplinary Suspensions and Revocations</b>	<b>8</b>	<b>171</b>
Licenses Revoked (Disciplinary)	7	162
Licenses Suspended (Disciplinary)	1	9
Licenses Denied/Suspended/Revoked (Criminal History)	17	206
Restricted Licenses Granted	0	4
<b>Enforcement cases that resulted in District Court Filing</b>	<b>0</b>	<b>5</b>
Other Case Actions	TOW Fiscal Year 2025	TDLR Fiscal Year 2025
Consumer Restitution	\$55,899.74	\$808,739.25
Other Cases Closed without Disciplinary Actions	401	4,993
Informally Resolved	44	526
Insufficient Evidence	711	2,516
Warning Letters	87	2,939
Withdrawn by Complainant	22	77
Cease & Desist Orders	0	19
Emergency Orders	0	54

## Cases Opened Fiscal Year 2025



### Top TOW Alleged Violations at Opening

Fiscal Year 2025	
Alleged Violation at Opening	Count
Towed without authority or an illegal tow	625
Criminal history	381
Charged more than allowed for tow	110
Lacks honesty, trustworthiness, or integrity	63
Failed to have each truck permitted	55
Towed without proper signage	55
Failed to tow in safe and competent manner	40
No tow company license	37
Expired tow operator license	36
Expired tow company license	36

### Top TOW Violations Resulting in Disciplinary Action

Fiscal Year 2025	
Violation Resulting in Disciplinary Action	Count
Towed without authority or an illegal tow	15
Criminal history	15
Failed to cooperate with Department	13
Towed without proper signage	12
Failed to comply with an order	6
Employed unlicensed person	5
Lacks honesty, trustworthiness or integrity	5
Failed to tow in safe or competent manner	5
Failed to issue ticket	4
Expired tow company license	3
Failed to have each truck permitted	3
Failed to charge identically to fee structure	3